

**Fourteenth Amendment to the Member Management, Consumer Assistance, and Eligibility Help Desk Services for Iowa Medicaid and Hawki Programs Contract**

This Amendment to Contract Number MED-19-012 is effective as of January 1, 2024, between the Iowa Department of Human Services (Agency) and MAXIMUS Health Services, Inc. (Contractor).

**Section 1: Amendment to Contract Language**

The Contract is amended as follows:

**Revision 1. Section 1.5.2 entitled “Payment Methodology” is amended to add the following at the end of the section:**

For the period of January 1, 2024 through June 30, 2024, in addition to the base payment obligations of the Contract, the Agency agrees to pay the Contractor to continue providing 33 CSRs, 2 Supervisors, and 1 Lead worker. These additional staff will be responsible, not only for continued PHE Unwind activities, but also for an increase of incoming calls related to the dental provider changes taking place in 2024. It is anticipated the incoming calls for PHE Unwind will slow in April at which time dental provider assignment notices will be sent to Members, which will result in increased calls related to these notices. The Contractor shall work to shift CSRs as needed to answer the dental assignment change inquiries. The Contractor is responsible to manage the flex in staff to meet all current required service levels.

**Revision 3. Section 1.5.2, Payment Table.** Contract payments are amended to add the following:

January 2024	\$164,011.71
February 2024	\$164,011.71
March 2024	\$164,011.71
April 2024	\$164,011.71
May 2024	\$164,011.71
June 2024	\$164,011.71

**Payment Table for Additional Costs**

<b><u>Contract Duration</u></b>	<b><u>Additional Amount Not to Exceed</u></b>
<b>01/01/24 - 06/30/24</b>	<b>\$984,070.26</b>

**Note:** continued payment for any contract extension years is contingent upon extension of the Contract.

**Revision 4. Federal Funds.** The following federal funds information is provided

<b>Contract Payments include Federal Funds?</b> Yes	
<b>The contractor for federal reporting purposes under this contract is a:</b> Vendor	
<b>DUNS #:</b> 078402994	
<b>The Name of the Pass-Through Entity:</b> Iowa Department of Human Services	
<b>CFDA #:</b> 93.778	<b>Federal Awarding Agency Name:</b> Department of Health and Human Services/Centers for Medicare and Medicaid Services
<b>Grant Name:</b> Medical Assistance Program	

**Section 2: Ratification & Authorization**

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and that this Amendment constitutes a legal, valid, and binding obligation.

**Section 3: Execution**

**IN WITNESS WHEREOF**, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

<b>Contractor, MAXIMUS Health Services, Inc.</b>		<b>Agency, Iowa Department of Human Services</b>	
Signature of Authorized Representative: <i>Monica Patino</i>	Date: 3/21/24	Signature of Authorized Representative: <i>Rebecca Curtiss</i>	Date: 3/26/2024
Printed Name: Monica Patino		Printed Name: Rebecca Curtiss	
Title: Vice President & Assistant General Counsel		Title: Deputy Medicaid Director	